



# Local Offers



## Applicable current service promises/standards

Standard	Applicable current service promises/standards
<b>Tenant involvement and empowerment</b>	<p><b>General customer service</b></p> <ul style="list-style-type: none"> <li>■ Answer calls within five rings</li> <li>■ Provide information in a range of formats</li> <li>■ Attend within 10 minutes of arrival</li> <li>■ See you at the appointed time</li> <li>■ Offer a private room to discuss confidential issues</li> <li>■ Show ID and act professionally at all times</li> <li>■ Aim to make appointments for home visits</li> <li>■ Re-arrange if we are unable to keep an appointment</li> <li>■ Treat all customers fairly to meet their needs</li> <li>■ Not discriminate unlawfully against anyone</li> <li>■ Same standard wherever you live</li> <li>■ Publish clear standards</li> <li>■ Apologise and put right anything that we get wrong as soon as possible</li> <li>■ Propose a resolution to complaints within 10 working days</li> </ul> <p><b>Resident involvement</b></p> <ul style="list-style-type: none"> <li>■ Ensure that access to involvement activities is open and available to everyone</li> <li>■ Where training, travel and childcare costs are involved, we will provide you with support for your involvement</li> <li>■ Publish an annual Resident Involvement Statement to inform you of our priorities for the next year and the past year's outcomes.</li> <li>■ We will use all feedback to improve services to customers</li> <li>■ Publish a quarterly 'Home News'</li> <li>■ Up-to-date website regarding Acis Group and our services</li> <li>■ Communications Sub-Group to meet quarterly</li> <li>■ All documents that have been informed by customer consultation will feature the 'customer approved' logo</li> </ul>
<b>Home</b>	<p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>■ We will survey your property every five years and provide you with an explanation of the results</li> <li>■ When a property is due to have an improvement carried out, we will make you aware of all the steps of the process in a timely manner to give no surprises</li> <li>■ We will not start work until you have agreed with our proposal</li> <li>■ After completion we will carry out a satisfaction survey</li> </ul> <p><b>Responsive (day-to-day) repairs</b></p> <ul style="list-style-type: none"> <li>■ Offer a mutually acceptable morning or afternoon appointment for all non-emergency repairs</li> <li>■ Survey 20% of customers who have had a repair to confirm their level of satisfaction</li> <li>■ Tell you about your responsibility for rechargeable repairs at the time any such work is identified and provide cost details before repair work is undertaken</li> <li>■ Ensure all our contractors have all the relevant health and safety procedures in place and carry valid identification</li> <li>■ Repair completion times will be achieved in line with agreed target times</li> </ul>





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<b>Home</b>	<p><b>Gas safety</b></p> <ul style="list-style-type: none"> <li>■ You will be issued with a copy of the annual gas safety certificate at the time of service</li> <li>■ Your smoke alarm and carbon monoxide detector (if fitted) will be checked annually</li> <li>■ We will carry out repairs to heat and hot water systems in line with our repairs policies</li> </ul> <p><b>Asbestos</b></p> <ul style="list-style-type: none"> <li>■ We will carry out an asbestos survey your home every five years</li> <li>■ We will inform you if asbestos is present in your home at the time of survey</li> </ul> <p><b>Disabled Adaptations</b></p> <ul style="list-style-type: none"> <li>■ We will provide you with an application form within one working day of you contacting us</li> <li>■ We will contact you by phone within two working days of receipt of your application form. Some work may need a visit to your home - we will visit you within seven working days</li> <li>■ We will fit grab rails and stair rails - within seven days of order (internal works)</li> <li>■ We will complete half steps, path (widening), shed bases - within 10 weeks of order</li> <li>■ If we need to involve Social Services, with your permission, we will refer your application form to them within three working days of your application</li> <li>■ If it is agreed that work is needed, a recommendation will then be made to the Council by Social Services for a Disabled Facilities Grant</li> </ul>
<b>Neighbourhood and community</b>	<ul style="list-style-type: none"> <li>■ You will have a named Area Housing Manager as your main Acis contact</li> <li>■ We will conduct monthly estate inspections for your area</li> <li>■ We will carry out a follow up visit for new customers between 4-6 weeks of you moving into your new home</li> <li>■ Respond to any reported breaches of tenancy within three working days</li> <li>■ Remove offensive graffiti within 24 working hours of being reported</li> <li>■ Consult with you on any changes to your tenancy agreement</li> <li>■ Visit you within 10 working days to assess your transfer application</li> </ul> <p><b>Anti-social behaviour</b></p> <ul style="list-style-type: none"> <li>■ Respond to a complaint in line with our ASB policy. Emergency issues will be responded to within 24 hours</li> <li>■ Agree a mutually acceptable time for an interview with a complainant, within five working days</li> <li>■ Keep in contact with a complainant – on an individually agreed basis</li> <li>■ Carry out a survey with the complainant to ensure a high level of satisfaction is achieved</li> </ul> <p><b>Sheltered housing</b></p> <ul style="list-style-type: none"> <li>■ Provide information pack within three working days of a request</li> <li>■ Visit scheme / Scheme Manager within three working days of a request</li> <li>■ Accompanied viewing with a Scheme Manager</li> <li>■ Discuss rent issues with Housing Benefit Liaison Manager prior signing a tenancy</li> <li>■ Information pack provided at the start of a tenancy</li> <li>■ Daily contact on working days from Scheme Manager plus emergency cover at all other times</li> <li>■ 24 hour, 365 day cover</li> <li>■ Assess support needs within four weeks</li> <li>■ Review support plan every six months, or as needs change</li> <li>■ Quarterly audits of sheltered schemes</li> <li>■ Report faults with the emergency alarm and fire safety equipment or communal facilities on the same day</li> <li>■ Maintain grounds around schemes</li> </ul>

